

Figure 1

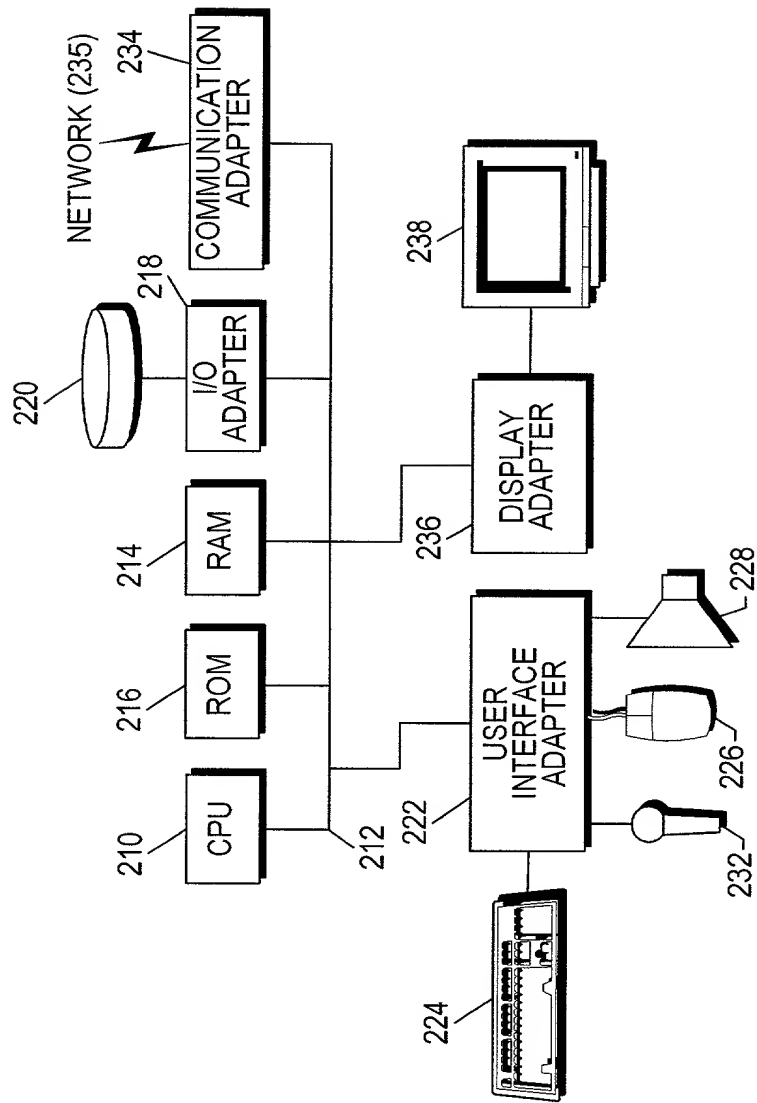


Figure 2

FIG. 3 is a flowchart illustrating a process for importing data to a customer relationship application.

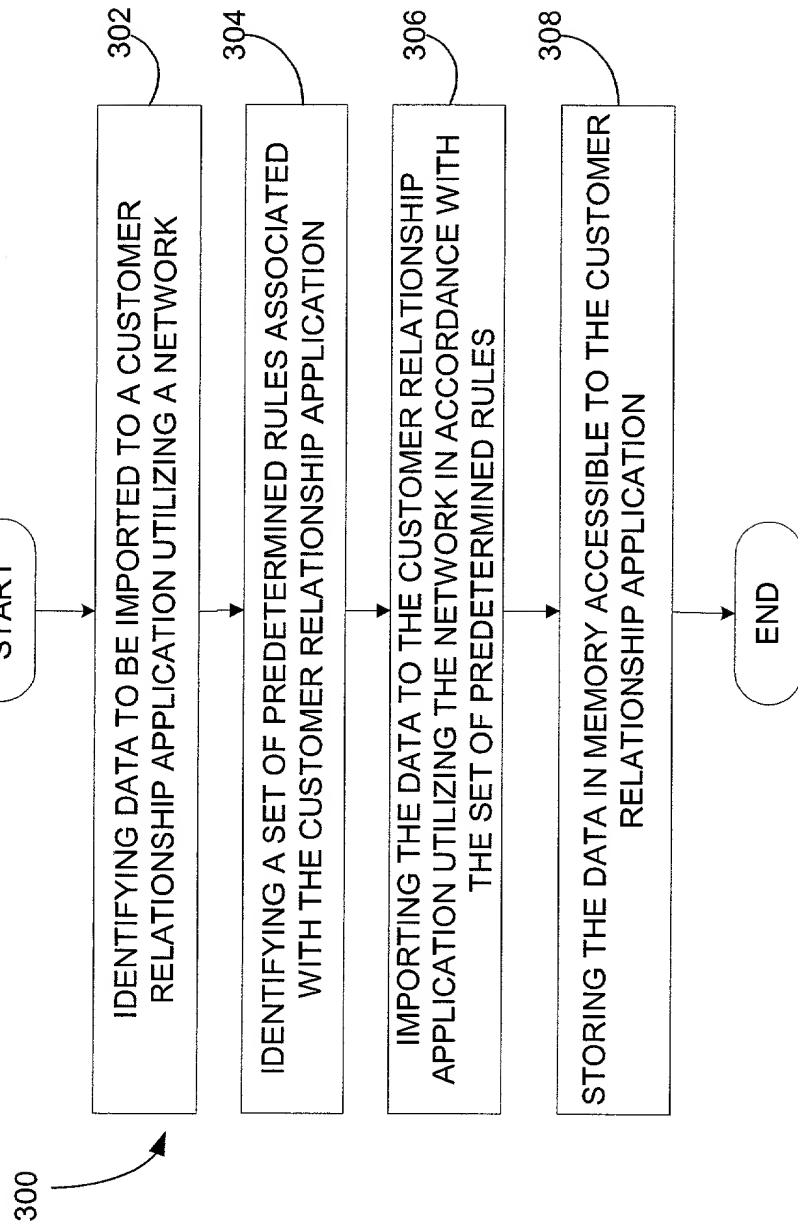


Figure 3

FIG. 4 is a flowchart illustrating a process for identifying and exporting data from a customer relationship application.

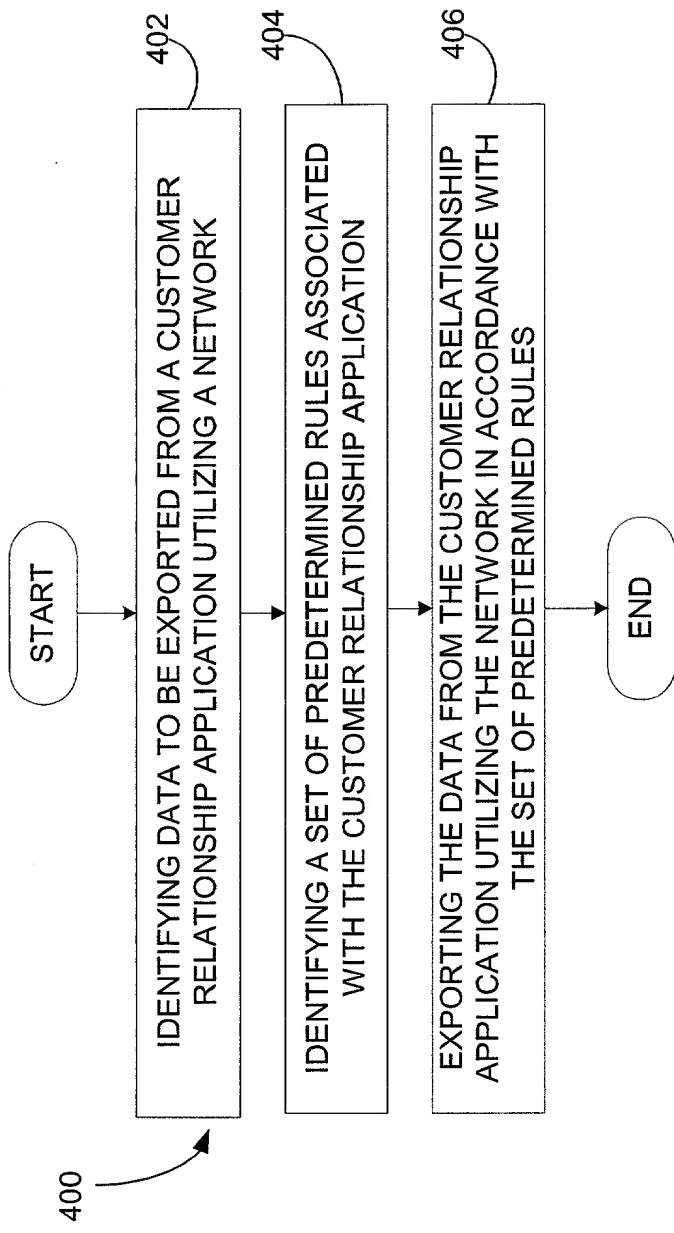


Figure 4

FIG. 5 is a screenshot of a computer screen displaying a user interface for a database application. The interface includes a menu bar at the top with options: File, Edit, View, Format, Tools, Window, and Help. Below the menu bar is a toolbar with various icons. The main area of the screen displays a table with columns: User ID, User Name, User Address, User Company, User Phone, and User Email. The table contains several rows of data, including users like Fred Jones, John Doe, Mary Smith, Steve White, and others. The table is scrollable, and the bottom of the screen shows a status bar with the text 'Microsoft Access - Microsoft Office 97'. The figure is labeled with reference numerals 500, 502, 504, 506, 508, 510, 512, and 514, which point to specific elements of the interface.

500

502

504

506

508

510

512

514

Figure 5

100 200 300 400 500 600 700 800 900 1000 1100 1200 1300 1400 1500 1600 1700 1800 1900 2000 2100 2200 2300 2400 2500 2600 2700 2800 2900 3000 3100 3200 3300 3400 3500 3600 3700 3800 3900 4000 4100 4200 4300 4400 4500 4600 4700 4800 4900 5000 5100 5200 5300 5400 5500 5600 5700 5800 5900 6000 6100 6200 6300 6400 6500 6600 6700 6800 6900 7000 7100 7200 7300 7400 7500 7600 7700 7800 7900 8000 8100 8200 8300 8400 8500 8600 8700 8800 8900 9000 9100 9200 9300 9400 9500 9600 9700 9800 9900 10000

600

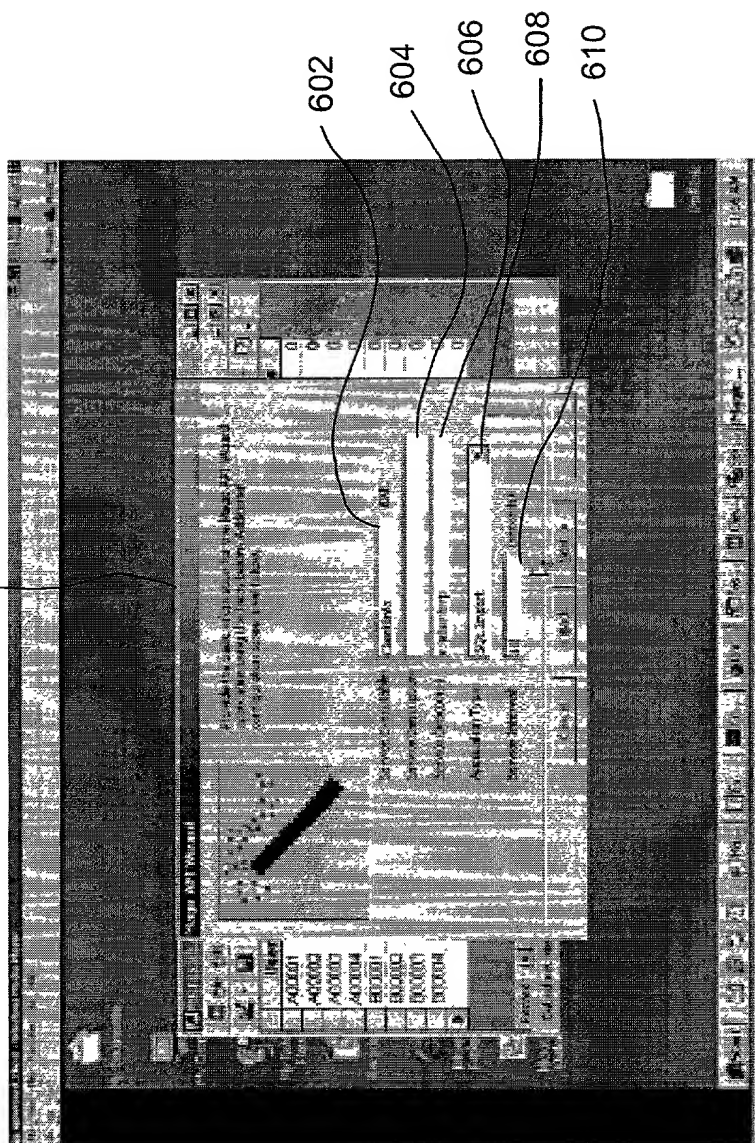


Figure 6

FIG. 7 is a screenshot of a Windows XP desktop environment showing a Windows Media Player window (700) displaying a video file. The video frame shows a dark, textured scene with a bright, glowing object in the center. The Windows Media Player window has a standard Windows XP interface with a menu bar (File, View, Favorites, Tools, Help) and a toolbar. The video title bar reads "Play: APG Video". The video player controls include a progress bar, a play/pause button, a stop button, a previous button, a next button, a full screen button, and a help button. The video player is running on a desktop with a taskbar at the bottom showing the Start button and several open applications. The system tray in the bottom right corner shows the clock and date as 11:16 AM on 11/16/2004.

700

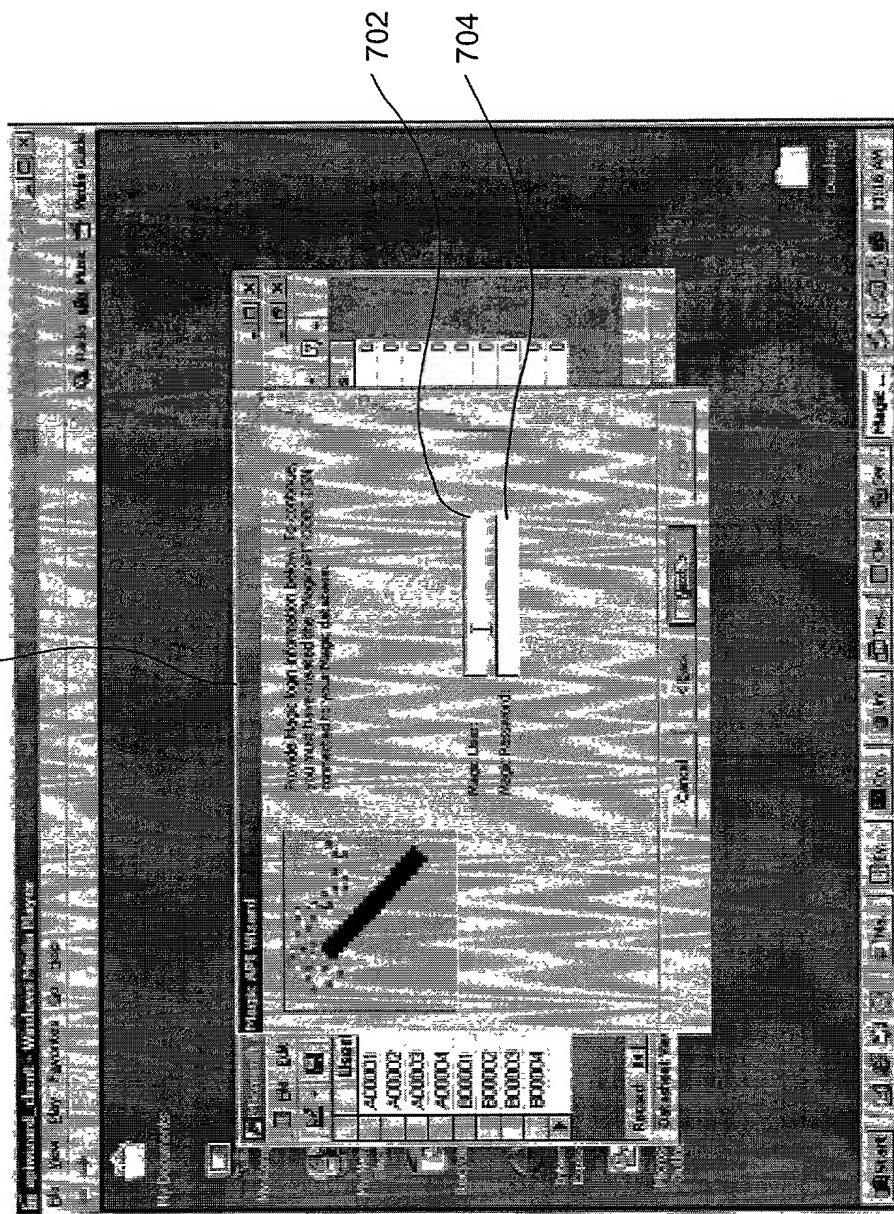


Figure 7

FIG. 8 is a screenshot of a Windows XP desktop environment showing a "Local Area Network" window. The window displays a list of network resources, including a folder named "Local Area Network" and a folder named "Local Area Network (G)". The window also shows a "Share" button and a "Refresh" button. The desktop background is a dark, textured pattern. The taskbar at the bottom shows the Start button, a few application icons, and the system tray. The window title bar reads "Local Area Network".

800

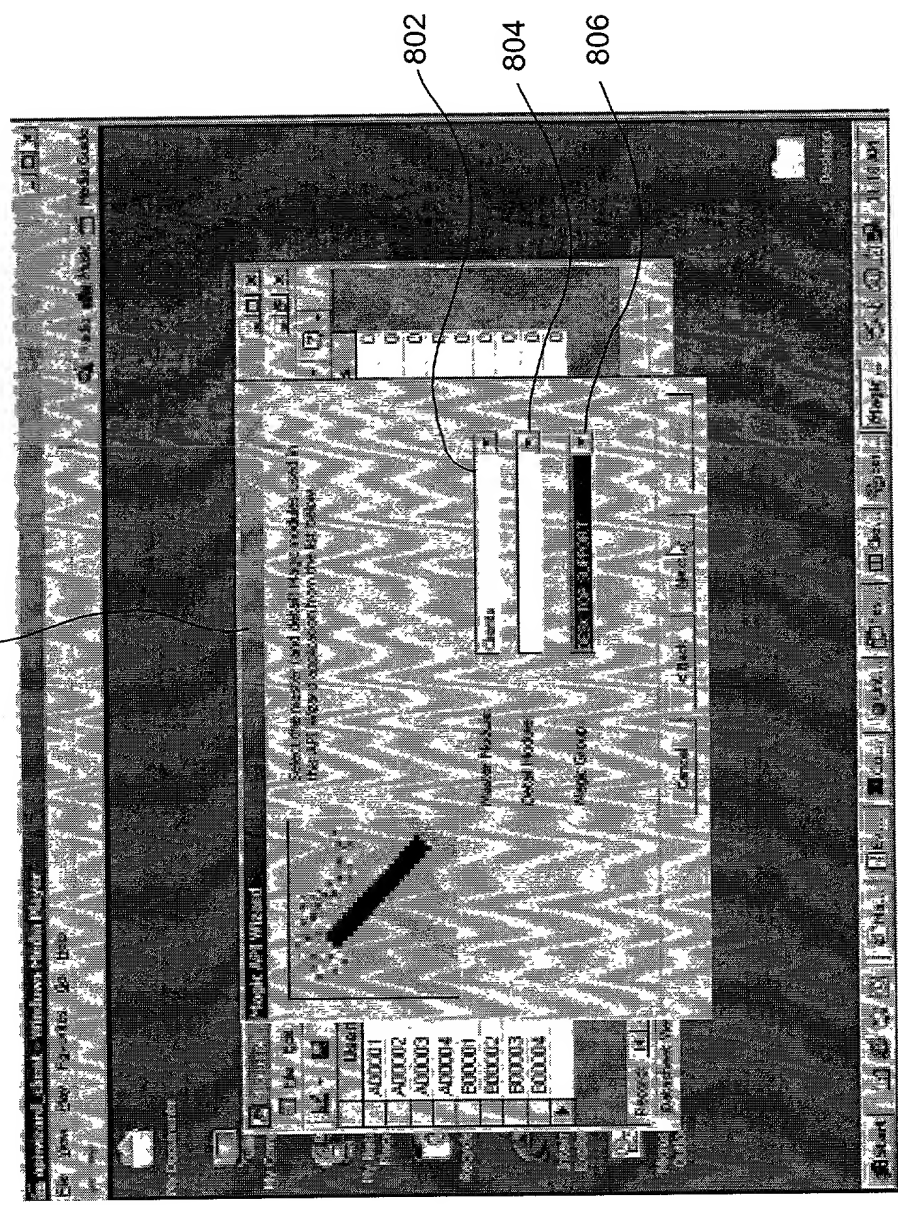
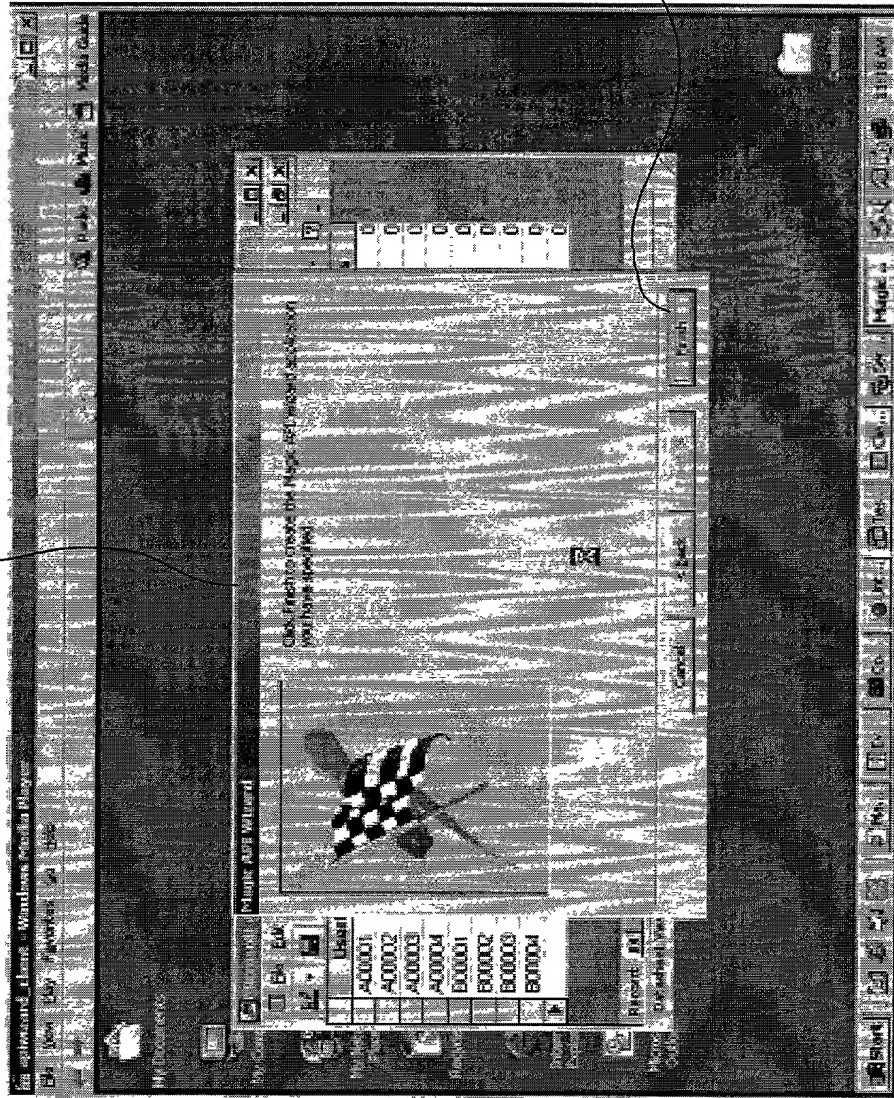


Figure 8

1000



1002

Figure 10

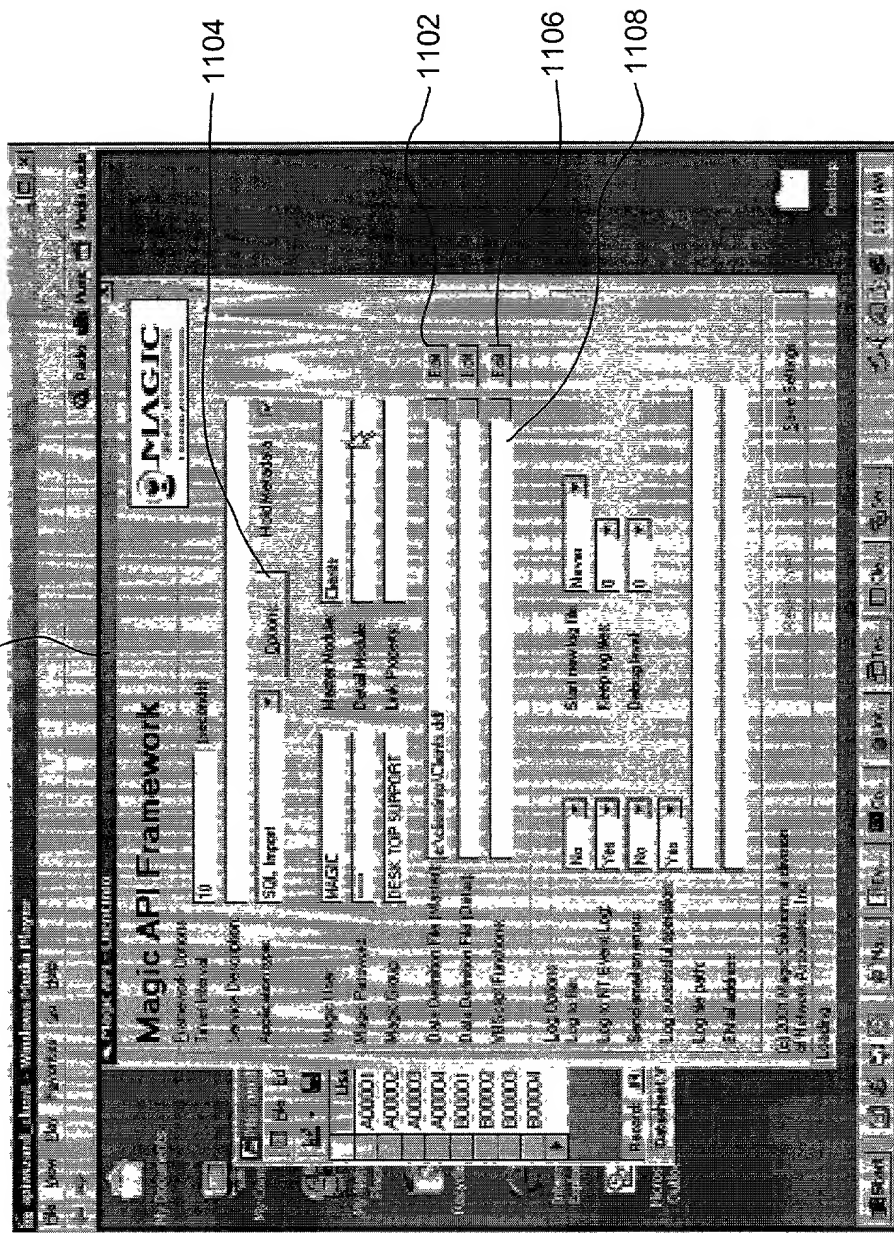
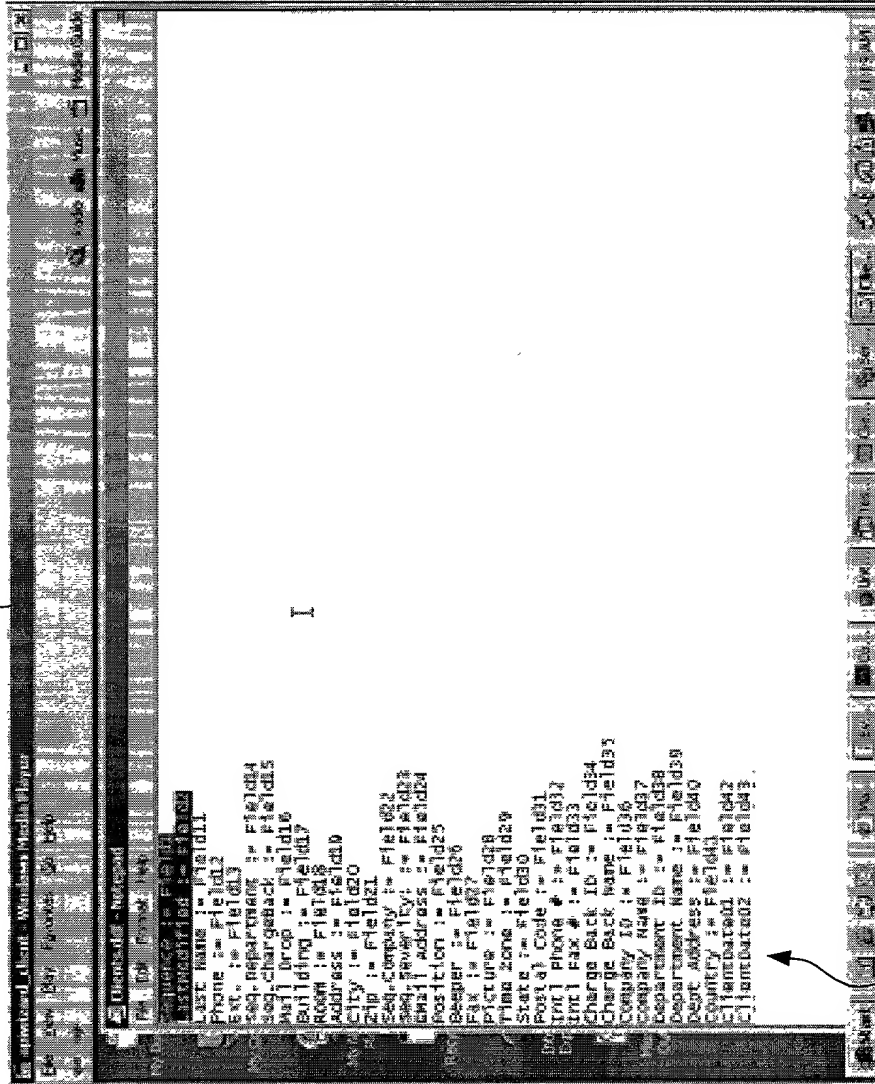


Figure 11

1200



1202

Figure 12

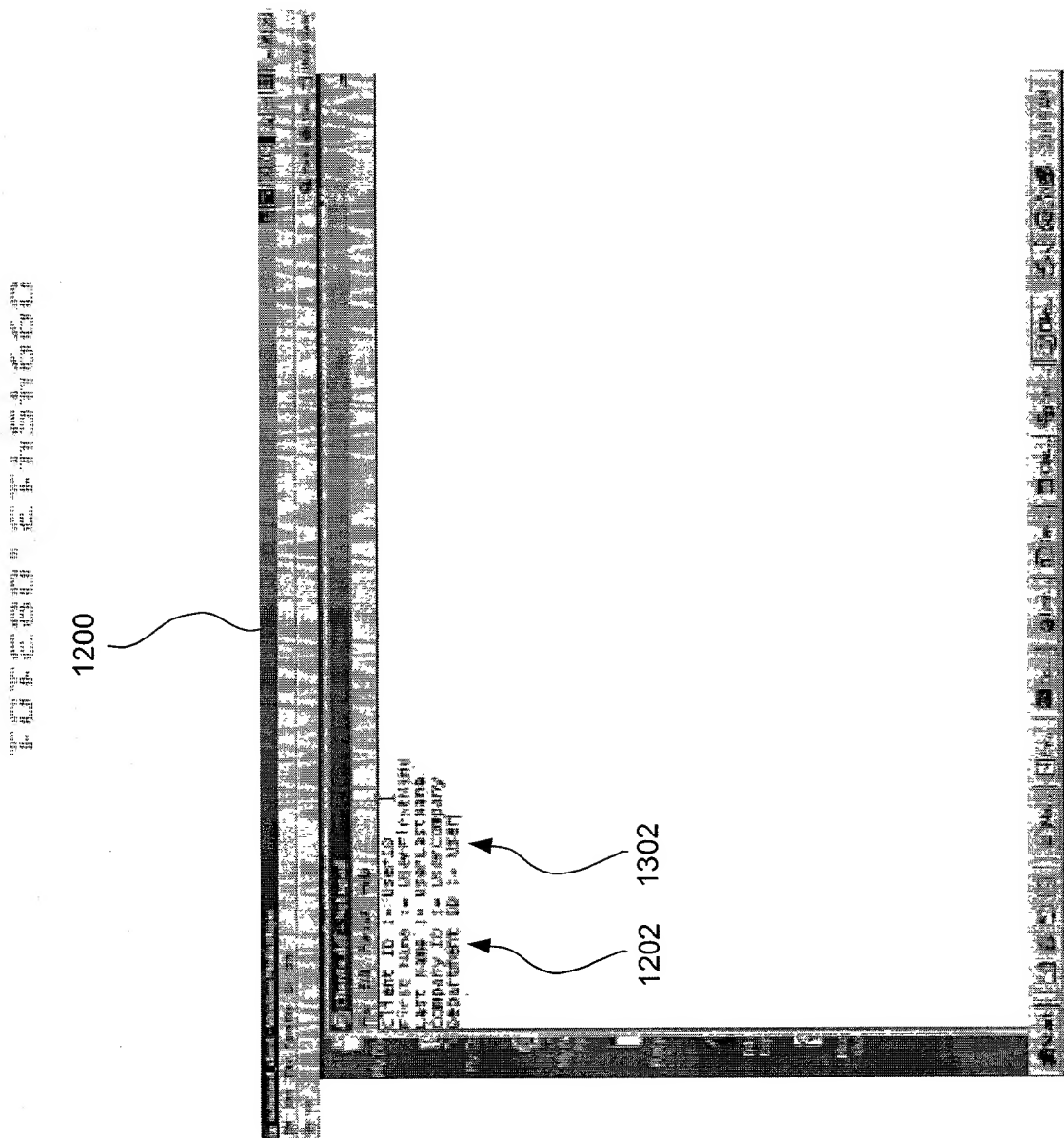


Figure 13

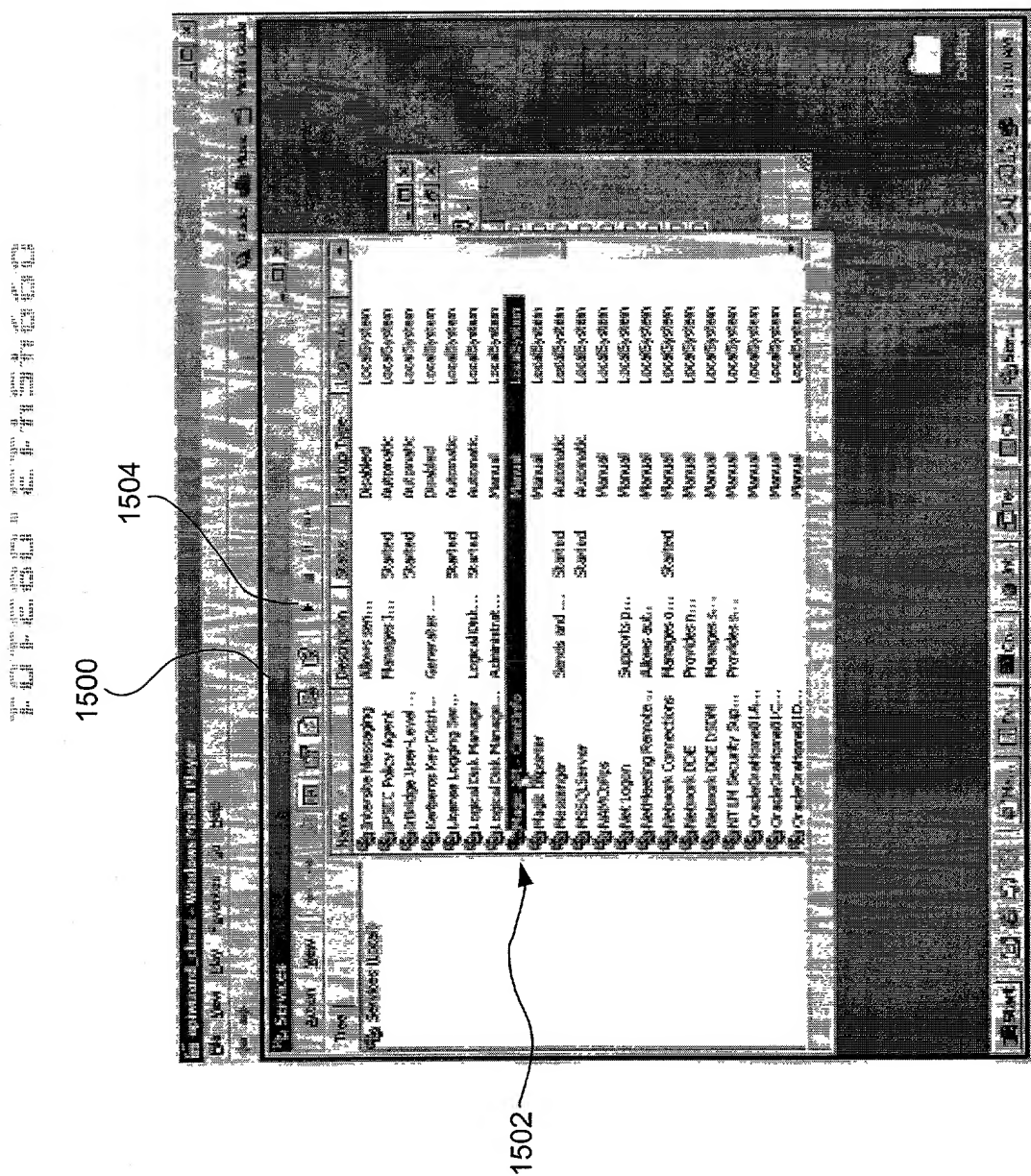


Figure 15

502

UserID	Username	User	LastName	UserCompany	UserDepartment	Status
A00001	Fred	Jones	NAJTX	NAJTX	SALES	
A00002	John	Davis	NAJTX	NAJTX	HR	
A00003	Mary	Johnson	NAJTX	NAJTX	IS	
A00004	Steve	Smith	NAJTX	NAJTX	HR	
B00001	Shella	Hughes	NAJCA	NAJCA	SALES	
B00002	Amy	Walker	NAJCA	NAJCA	EXEC	
B00003	Nancy	Parker	NAJCA	NAJCA	SALES	
B00004	Daniel	Stevenson	NAJCA	NAJCA	IS	

514

Figure 16

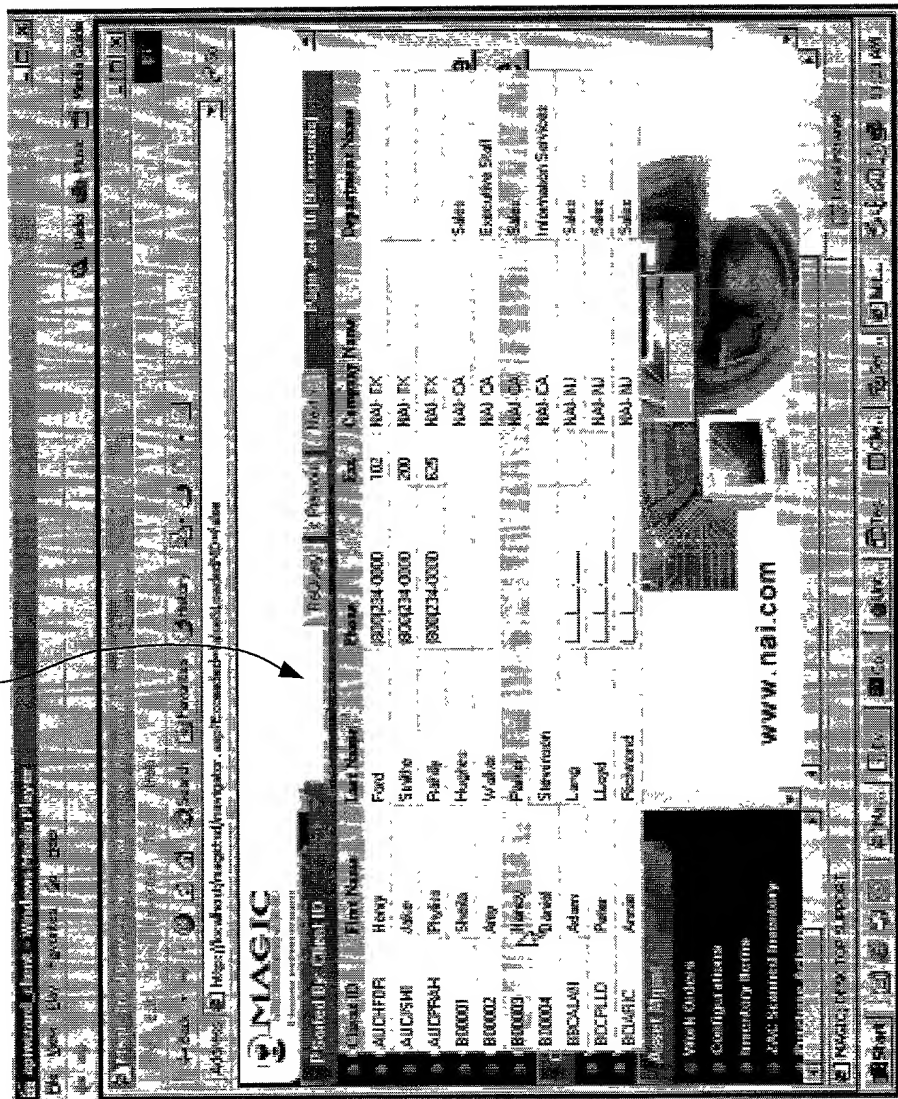


Figure 17